# Arran Ryder

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## PERSONAL STATEMENT

With a background in customer service and insurance claims, I'm eager to transition into a role where I can leverage my skills effectively. Recently, I've discovered a passion for data analytics, adding another dimension to my expertise. I bring strong communication, empathy, and problem-solving abilities honed through experience. I'm seeking an opportunity to contribute to a dynamic team, deliver exceptional service, and apply my growing interest in data analytics.

## KEY SKILLS

- Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint
- Excellent communication skills, both written and verbal.
- Learning/adaptability skills.
- Attention to detail.
- Time management.
- Problem solving abilities.

## WORK EXPERIENCE

### Niche Claims Handler, Davies Group Ltd, Preston
*(October 2022 – November 2022)*

Being the first point of contact for new and existing customers, managing and processing claims with meticulous attention to detail. Handled a high volume of claims daily, ensuring accuracy and efficiency. Provided prompt assistance to clients and maintained thorough documentation throughout the claims process.

Achievements and responsibilities:

- Responsible for managing claims from the start all through to its settlement.
- Making decisions on the extent and validity of a claim, along with checking for potentially fraudulent activity.
- Writing up all necessary digital documents or correspondence that need to be logged in each claim.
- Ensuring callers would not be in queues or be waiting on hold for any longer than two minutes.

### Customer Service Assistant, OneStop Stores Ltd, Wolverhampton
*(January 2019 – September 2019)*

Worked as a Customer Service Assistant at a bustling local grocery and convenience store, handling £1000 cash registers with precision. Served up to 40 customers hourly, providing assistance and maintaining stock levels. Ensured store cleanliness and professional presentation through regular maintenance and restocking.

Achievements and responsibilities:

- Assisted customers with inquiries, locating items and fulfilling requests promptly and courteously.
- Participated in training sessions to enhance product knowledge and improve customer interactions.
- Averaged servicing up to 40 customers per hour.
- Contributed to a collaborative team environment by supporting colleagues during peak periods and assisting with store tasks as needed.

## Work Experience Programme, Lloyds Banking Group, Pendeford Business Park
*(September 2018 – September 2018)*

Listened in and participated in group tasks and presentations that coincided with the day-to-day routine of a Lloyds Banking Group employee.

Achievements and responsibilities:

- Maintaining and organising the company filing system
- Provided support and guidance to customers of the bank.
- Completed exercises to identify whether fraud was being committed.
- Printing any supplementary notes as required.

## EDUCATION

## Netcom Training – Birmingham
*(April 2024 – July 2024)*
Level 3 Certificate in Business Data Analytics

## B2W Group
*(September 2022 - September 2022)*
Level 1 Contact Centre Certificate & Level 2 Customer Service Certificate

## Accounting and Law BA(Hons) | University of Wolverhampton
*(September 2020 - September 2023)*

## Ormiston NEW Academy Sixth-Form
*(September 2017 - September 2019)*
Business (Distinction) & Sport (Distinction Merit)
Studied for two years as part of NEWA6, which was the academy's sixth form programme. I studied a double A-level in Sport as well as an A-Level in Business and an AS Level in Finance. All Three subjects were passed with a Distinction Merit, Distinction and C respectively, leaving sixth form with 120+ UCAS Points.

## Ormiston NEW Academy
*(September 2012 – June 2017)*

6 GCSE's Grade C or above including English (4) and Maths (5)

## REFERENCES

References available upon request